

Massachusetts Department of Public Health
Office of Patient Protection
External Review Requests
January 2003 – December 2003

Appeal Type	Upheld	Overturn	Partial Overturn	Resolved	Expedited			Time-frame Not Met	Case Ineligible	Total
					Upheld	Overturn	Partial Overturn			
Behavioral Health	47	37	21	35	19*	24	8	1	38	230
Cosmetic / Reconstructive	18	11							3	32
Dental	6	2							10	18
Diagnostic Services	1	1		3					3	8
Durable Medical Equip.	7	5		3					7	22
Emergency Care	1			2					1	4
Excluded Services								1	6	7
Experimental	11	6		1		1			3	22
Infertility Care	13	10		1					6	30
Inpatient	7	2		1	3	2			7	22
Outpatient	3	2	1	2					5	13
Pharmacy	7	3		1	1				1	13
Rehab Services	6	8		2		1			5	22
Visual Services	1			2						3
Totals	128	87	22	53	23	28	8	2	95	446

*in two cases, coverage was continued pending the outcome of the review pursuant to 105 CMR 128.414
and all denied days were covered since the patient was discharged before the decision

**Number of External Review Requests Received by Type:
January - December 2003**

